02/09/2025

Your emergency personal contacts have been duplicated

You will need to update your emergency contact information. You can amend this by deleting the ‘contact’ record and adding your emergency contacts relationship to you to the remaining item.

Equality, Diversity and Inclusion data

We are aware that there might be some gaps in the equality diversity and inclusion data showing in the **My information** section of Fusion. You can self serve and update this as needed.

Please be assured that any data extracted from Oracle ROE transferred and loaded into Fusion is kept secure and safe at every point.

13/08/2025

Our vision is for equality, diversity, and inclusion (EDI) to be firmly embedded in everything that we do

That means embracing diversity within our workforce and creating a supportive environment where everyone feels valued, able to be themselves, and excel.

What is equality?
Ensuring equal opportunities and fairness for all employees and job applicants, and not treating anyone differently or discriminating against them because of their characteristics.

What is diversity?
Recognising the differences between people and groups of people, placing a positive value on those differences, and having a range of perspectives in decision-making to be able to represent the workforce.

What is inclusion?
An inclusive workforce values its employees and enables individuals to feel part of the community, to contribute to success and perform to their full potential, regardless of background, identity, or circumstance.

Why the vision matters
If we are to achieve the Company vision to be the leading UK public sector business services provider, we need to harness the potential from diverse skills, thinking, and experiences and empower our people to shape and realise ideas that drive improvement across our services.

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Embracing diversity helps us to consider and better use our individual strengths and understand the differing needs of our customers to ensure that we provide services that are accessible, inclusive and enablers for all.

Achieving the vision

The UKSBS Equality, Diversity and Inclusion Strategy sets out our commitment and how we will work towards the vision through five objectives and key priorities. The vision goes beyond our employer obligations to comply with legislation and regulations. It's a strategy we all own and benefit from - so we all have a part to play in achieving our equality, diversity, and inclusion goals. On an individual level, we can all make a difference by identifying barriers to inclusion and taking action where it is needed, to make our working practice and the services we provide more inclusive for our colleagues and customers.

Embracing diversity helps us to consider and better use our individual strengths and understand the differing needs of our customers to ensure that we provide services that are accessible, inclusive and enablers for all.

Find out how we are embedding equality, diversity and inclusion in all we do.

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Objectives	Priorities	Actions
Embed Values and Behaviours	• Empower employees to act and drive improvement within their sphere of influence. • Ensure appropriate channels for employee voices • Become a 'mentally healthier' workplace by reducing the stigma attached to talking about mental health. • Make clear that everyone has a personal responsibility to uphold the standards.	• Line managers to make clear delegations • Use different and accessible methods to keep people up to date with and feedback on diversity policies and practices. • Ongoing promotion of the mental health first aiders and Employee Assistance Programme. Run focused campaigns for mental health awareness week and month. • Ensure values and behaviours are embedded within regular performance discussions.
Making a strong commitment to EDI	• Receive endorsement for the EDI strategy from all relevant parties and ensure a common understanding of the aims, objectives and vision for UK SBS. • Each directorate to identify and report on EDI aims in consultation with their employees. • Review all 'people' related policies to ensure alignment with the EDI strategy, strengthening where appropriate. • Review and communicate progress and successes in implementing the EDI strategy.	• Publish and communicate the EDI strategy internally and externally, to state our commitment to EDI • Three aims to be identified for each directorate and published on the intranet. Progress against to be reported on to Exec Committee. • All 'people' policies reviewed by the Operations Committee or PEC through an EDI lens. • Produce an internal progress report. Host a diversity and inclusion event to highlight progress, key activities and success stories.
Developing capability and leaders	• Provide guidelines and EDI training package for line managers to help them respond appropriately to the diverse needs of their teams. • Share challenges and best practice in leadership and delivery among colleagues and teams.	• Deliver additional EDI training to identified leaders. • Review the internally led leadership training programmes.

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	• Ensure the working environment is accessible for all.	• Manager conversations to ensure all employees have equal opportunities for learning, training, and professional development. • Analyse and report on requests received. • Run awareness-raising campaigns to build understanding and appreciation for difference. • Any new systems or processes implemented are accessibility friendly. • Increase visibility of Diversity Champions and their work to improving inclusion. • Ensure appropriate reasonable adjustments are consistently put in place for colleagues in a timely manner, with sufficient budget set aside to do so.
Develop a workforce that is representative	• Be ambitious in encouraging a more diverse population to work at UK SBS, expanding our recruitment channels to reach wider audiences. • Focus on inclusion to build our culture and reputation as a place that attracts, develops, retains and fully engages diverse talent • Ensure we are providing support and engagement for underrepresented groups.	• Development of recruitment adverts, both in terms of the language used and where the adverts are placed. • Widening recruitment pool to all office locations. • Requesting EDI form completion at application stage. Analyse and monitor impact of recruitment campaign on EDI data. • Best practice training for Recruitment and Selection for recruitment teams and panels. • Increase diversity of participants on development programmes. • Policies are fully inclusive and use gender neutral language throughout.

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		• Ensure new ways of working and the Estates strategy do not discriminate or disadvantage any employees. • Introduction of women led development courses and a role modelling programme to encourage and develop those from underrepresented communities into senior roles. • Reduce the reported gender pay gap. Undertake an equal pay audit following the implementation of the Transformation plan.
Performance impact and legal compliance	• Share our successes with colleagues, customers and partners so that they can become our best advocates and also help increase our reputation as an employer of choice • Undertake benchmarking, audits and evaluations to understand where improvements can be made. • Network with others from inside and outside the organisation to keep up-to-date and to share learning.	• Comply with Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. • Review of performance management procedures and implementation of monitoring and auditing process • Actively seek client and customer feedback on making our services / processes more inclusive.

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22/07/2025

Understanding our workforce better through improved EDI data

Comprehensive and accurate data is essential to understanding the make-up of our workforce and identifying where we need to focus policy, guidance, and support for employees.

Following our recent transition to Fusion, **we need your help** to rebuild our Equality, Diversity and Inclusion (EDI) data. Unfortunately, EDI records couldn't transfer automatically between systems, which means we're starting fresh – and that's an opportunity to do this better.

Your EDI data helps us to:

- Identify and address inequalities in recruitment, promotion, pay and workplace culture
- Improve representation at all levels of our organisation
- Create a sense of belonging where everyone feels seen, respected and safe to bring their whole selves to work.
- Build policies and support programmes that reflect your real needs and experiences
- Create supportive communities where colleagues can connect and drive positive change
- Meet our legal reporting obligations, including gender pay gap reporting under the Equality Act 2010.

This isn't just about ethnicity. Our EDI data collection covers all protected characteristics. In the coming months, we'll share our broader vision for improving on inclusivity across disability, gender, age and other factors that can create barriers to fair treatment and progression.

Sharing your information is voluntary, but every response strengthens our ability to create positive change

Even if you've never personally experienced workplace bias, your input helps us understand how we're performing as an organisation and where we need to improve.

All EDI data is used anonymously in our reporting and analysis. Your individual responses cannot be traced back to you personally – we look at patterns and trends across groups, not individual records. This anonymous approach ensures we can identify areas for improvement whilst protecting your privacy completely.

The more colleagues who complete their data, the clearer picture we'll have – and the more targeted our improvements can be.

23/09/2024

Our business decisions and activity depends on accurate and reliable data.
Clean data not only ensures compliance but also enables informed decision-making and saves time when the right information is at your fingertips, accurate and complete.

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As the SHARP Programme prepares to move us to Oracle Fusion, it's essential that the data we migrate is accurate and complete, ensuring smooth operations and long-term success.

Is your personal data held on Oracle up to date?

Improving data quality is not just the job of one team - it’s a responsibility we all share.

Check your personal information is correct and up to date. You can update your information, including: personal contact numbers; your home address or any alternative addresses; your emergency contact person’s details, including their contact numbers.

03/06/2024

Creating a sense of belonging and inclusion

You should receive an invite today to complete our annual equality, diversity and inclusion training refresher, which must be completed by Friday 28 June.

Promoting equality, diversity and inclusion in the workplace is about creating environments and cultures where everyone feels safe and empowered to achieve their full potential.

Our equality, diversity and inclusion training refreshes our understanding and sharpens our focus. Better understanding means we're better positioned to support our colleagues and customers.

You can access the training via KnowBe4 at any time, it should take no more than 30 minutes to do and can be completed around other day-to-day commitments.

You are required to undertake equality, diversity and inclusion training when you join UKSBS, and annually thereafter.

Good to know…

- **You must pass the training**; you’ll need to correctly answer the questions within the training to be able to move onto the next section.

- **Our equality, diversity and inclusion training is mandatory for all employees, agency workers, and contractors** who have access to our systems.

Over the coming weeks we’ll be regularly monitoring completion, and this will be reported through to our Executive, Senior Leadership, and managers who will be following up on completion directly with individuals.

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22/05/2024

Is your personal information up to date on Oracle?

Checking and updating your personal information on Oracle is quick and easy and will help ensure we're migrating complete and correct information (data) to the new Fusion system later in the year.

We each have an important part to play in our data cleanse activity in readiness for migration to the new Oracle Fusion system and in the months ahead we'll be reminding you regularly to make any updates to your personal information held on Oracle.

Have you moved house, changed your mobile number or personal email? Then it's time to update your Oracle record. It's also important to make sure your emergency contact details are up to date.

Instructions to update your personal details

Please check/update your personal contact numbers; your home, correspondence address or any alternative addresses; your emergency contact person's details, including their contact numbers.

- Select the **Personal Information** link.
- Select the **Update** button for any section that needs to be updated.
- In each section you're updating, select the radio button called '**Correct or complete the current details**' and click **Next**.

Thank you for checking your personal data.

28/01/2024

Ever wondered how UKSBS uses your data?

It's Data Protection Day.

It's the perfect opportunity to be transparent about the personal data we collect, use, and store as part of providing our services.

Data is a valuable commodity to any service provider and respecting and safeguarding personal data should be the lifeblood of our business.

Data protection doesn't just relate to UKSBS or your role, it also relates to you as an individual. As an employee, we collect the same data on you as we do our customers to provide you with services. As an individual, you should care about the information we hold on you and how we handle and keep your information safe.

You can find out all you need to know in the UKSBS Worker's Privacy Notice. It informs you what data is collected, how it is used, and any third parties it might be shared with in the course of your employment. The notice sets out how UKSBS stores and protects your data in line with the Data Protection Act and UK GDPR.

Do you know your data rights?

As an individual you have the right to access, correct, or delete your data, and to restrict or object to certain processing activities. The privacy notice provides information on how you can exercise these rights and who to contact for support:

- dataprotection@uksbs.co.uk – for related queries

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- dsr@uksbs.co.uk – to exercise your information rights.

You can:

- Request copies of your personal data from anyone that holds it, for instance your medical records or pension information from a past employer.
- Ask for your data to be deleted (unless an exception applies), moved to another organisation (pension), or changed if it's incorrect (information on credit scores can be amended).
- Report individuals or businesses who are misusing your data. You can report nuisance calls or spam emails to the Information Commissioner's Office (ICO) and spam texts to your mobile provider by forwarding to 7726.

10/01/2024

Check your personal data on Oracle before 26 Jan 2024

Two easy steps and less than five minutes is all it will take to help make sure your Oracle record is up to date and accurate. This will ensure we're in a good data position for later system changes and to support future automations.

Checking and making any changes is easy.

Step1: Check your personal information held on Oracle is correct and up to date. You can amend and update your personal contact numbers; your home, correspondence address or any alternative addresses; your emergency contact person's details, including their contact numbers.

Step 2: We also want you to check, and update if needed, your 'preferred name' field held in the Basic Details section of Oracle.

Your preferred name can be different to your full name which is used formally on contracts or passports, but if, in your day to day life, you use a different version of your name: Jake, rather than Jacob, or you use a middle name as your preferred name, you can set this in Oracle.

Note: If the First Name you have stored is the one you wish to be known by, there is no need to add anything into the 'Preferred Name' field.

Please take a moment to check your details on the Personal Details page of Oracle and

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update/complete this information before 5pm Friday 26 Jan 2024. You can follow the steps below for a worked example on updating preferred name.

Aligning our Active Directory to data held in Oracle ROE

In the background, D&I colleagues will be aligning our Active Directory (AD) with the data held on Oracle regarding your job title, the team you are in and your Line Manager. This will draw forward into Delve and MS Teams. so you may notice this information is available in MS Teams to help us engage with our colleagues.

Note: We're not asking you to raise a service request if you notice that your job title, team or line manager is wrong in Oracle. Your line manager may already have a service request in place which is in a queue to be actioned, and this will be picked up in subsequent Oracle/AD/MS Teams alignment activity.

Thank you for checking your personal data.

15/03/2023

Checking your data on Oracle

Checking your data on Oracle: 2 easy steps to help with our data cleanse activity

We each have an important part to play in our data cleanse activity in readiness for migration to the new Oracle Fusion system - we want to make sure we migrate complete and correct information (data) to the new system.

Step1: Check your personal information held on Oracle is correct and up to date. Much of this you can update yourself: your personal contact numbers; your home, correspondence address or any alternative addresses; your emergency contact person's details, including their contact numbers.

Step 2: Check your organisational data is showing correctly on Oracle. We know that for many people this organisation data on Oracle is out of date. This includes: the directorate and team you work in, your job title and line manager.

This would normally need to be corrected by raising a service request, but to make it easy for everyone we have devised a short form that gathers the information needed which will then be compiled into a data upload for Oracle - so saving time and effort across UK SBS.

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